

Heath Lane Nursery School

&

Children's Club



HOW TO COMMENT /COMPLAIN ADVICE FOR PARENTS

Review Date	Date Approved by Governors	Next Review Date
February 2014	February 2014	January 2016
June 2016	14 July 2016	Summer Term 2018

HOW TO COMMENT OR COMPLAIN - ADVICE FOR PARENTS

Note for Parents

Please note that if you wish to make a complaint about any provision on site including Heath Lane Nursery School and Heath Lane Children's Club you may inform Ofsted, see our Useful Contacts section for details.

We care about what you think

At Heath Lane Nursery School and Children's Club we pride ourselves on being a 'listening' school. We believe very strongly that we can only make the setting go from strength to strength if we listen to everybody in the setting community.

Each day this setting makes many decisions and tries hard to do the best for all the children.

Your comments - either positive or negative - are absolutely crucial for future planning.

When things are going right

We are always thrilled to hear about it when we are getting things right! Please feel free to drop us a note or pop in to tell us if you are particularly pleased or impressed with something that has happened our settings.

When things are going wrong

You may want to talk to us about a particular aspect of this setting, though not actually make a complaint - you just want to get something 'off your chest'. Whatever it is, please get in touch and let us know your views.

However, if you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to complain.

HOW TO MAKE A COMPLAINT

Our promise to you

When we receive a complaint:

- it will be dealt with honestly, politely and in confidence
- it will be looked into thoroughly and fairly
- if it is urgent, we will deal with it more quickly
- we will keep you up to date with progress at each stage
- you will get an apology if we have made a mistake
- you will be told what we are going to do to put things right
- you will get a full and clear written reply to formal complaints within 28 working days

Your promise to us

Our Home-School-Child Agreement states that parents & carers will communicate openly with the setting on any issues of concern, in a calm and helpful manner.

We do understand that, for parents and carers, their children are the most important thing in their lives. It can be very upsetting to think that your child is experiencing distress or worry over a problem. However, we are also mindful that all staff in the setting have a right to feel safe and to work in an environment free from aggression and verbal abuse. Any aggressive or abusive behaviour of this kind will not be tolerated and will be dealt with firmly.

The First Stage - INITIAL COMPLAINTS

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing. We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right. We hope that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation. Please follow the ABC below:

A. In the first instance, please come in and discuss the problem, however minor, with the relevant member of staff. This may be the class teacher, key worker or another appropriate member of staff, such as the special needs assistant if it is about special needs.

B. If the first person you talk to cannot help you, then do not hesitate to speak to the Headteacher. Make an appointment with the School Business Manager to make sure the Headteacher is available. You should be able to sort out most of your worries this way.

C. If you still feel that the situation is unresolved, please make a further appointment to see the Headteacher, in order to discuss making a formal complaint.

The Second Stage - FORMAL COMPLAINTS

If you decide to make a formal complaint, you can fill in a form, which is available from the school office. Send the form to the Chair of Governors. The Chair will then arrange for your complaint to be investigated and considered and will reply within 10 working days to give you a progress report and tell you what will happen next. When your complaint has been fully investigated you will be told of the outcome in writing. This process can take up to 28 working days.

The Third Stage - COMPLAINING ABOUT GOVERNING BODY RESPONSES

Most complaints are the responsibility of the advisory board / governing body of the school and will be resolved by them. A small number of complaints cannot be resolved by this process. If you want advice once you have received the final response from the Governing Body you could contact the Customer Focus Team Helpline on 01992 588542.

In the case of complaints about **Special Educational Needs**, the **National Curriculum** or **Collective Worship**, in LA maintained schools, you can complain further to the Local Authority. This should be done by writing to the Head of the Conciliation and Appeals Unit at the address on the back page.

USEFUL CONTACTS

Chair of Governors - Mrs Judy Davis

You can communicate with the Chair of Governors by contacting the school office. They will pass on any written correspondence for you or make an appointment.

Local Authority Complaints Team

Customer Focus Team, CSF, County Hall, Hertford SG13 8DF

Web: www.hertsdirect.org/csfcustomerfocus

Email: cft.csf@hertsscc.gov.uk

Phone: 01992 588542

County Councillor for your area

Web: www.hertsdirect.org/yrccouncil/councillors#

or Contact the Members Secretariat at County Hall - 01992 556556

ACE - Advisory Centre for Education

1C Aberdeen Studios, 22 Highbury Grove, London. N5 2EA

Free Advice Line 2-5pm, Monday to Friday

Web: www.ace-ed.org.uk

Email: enquiries@ace-ed.org.uk

Phone: 0808 800 5793

Children's Legal Centre

University of Essex, Wivenhoe Park, Colchester, Essex CO4 3SQ

Free Advice Service, 2-5pm

Web: www.childrenslegalcentre.com

Email: clc@essex.ac.uk

Phone: 01206 873820

Parent Partnership (Special Educational Needs)

Customer Focus Team, CSF, County Hall, Hertford SG13 8DF Web:

www.hertsdirect.org/parentpartnership

Email: parentpartnership@hertsscc.gov.uk

Phone: Irene Holland 01462 634488

Family Lives

520 Highgate Studios, 53-79 Highgate Road, Kentish Town, London NW5 1TL

Web: www.familylives.org.uk

Phone: 0808 800 2222